



Arizona Department of Administration's 2005 ANNUAL AWARDS CEREMONY



The 2005 Department of Administration Annual Recognition Awards was held on a beautiful sunny afternoon of November 9th. The ADOA employees filled the patio area, anxious to find out who would be the final winners of the Team of the Year, Supervisor of the Year, Employee of the Year, Career Excellence recipient and



the Director's Special Recognition awards. The Employee Recognition Committee made up of Bret Boettcher, CP; Cindy Pearson, EPS; Betty Topar, DO; Christie Fruitman, MSD; Connie Geesey, HR; Dot Roberson, TPO; Jan Sharon-Strieby, GAO; Joanne Brooks, GSD; Julie Cruse, Risk; and Rebecca Watson, ISD; had a challenging job of reading and scoring over 63 nominations, involving more than 330 employees of ADOA. Director Bill Bell welcomed all of ADOA to the event while Deputy Director Jerry Oliver made the final announcements. The winners are.....

SUPERVISOR OF THE YEAR - Kayelen Rolfe, Travel Reduction Programs Manager, MSD



Kayelen has always practiced a proactive approach to management – not reactive. She has always taken the initiative to anticipate the needs of management and the Governor's office. During a recent fuel crisis she had the answers and materials long before anyone asked. She had all the technical processes in place to accommodate the needs of our employees. She does this by having trained the staff to provide answers and solutions that are

above reproach. She always takes the initiative to make sure things are efficient and smooth. Other example of initiative she has demonstrated is the establishing of online matchlist capabilities for Capitol Rideshare and our employees. We have over 1,000 employees a year now that utilize this service alone! Because of this, we get closer and closer to achieving our air quality and travel reduction goals. She has also created innovative solutions for vanpooling for the Department of Corrections. She was responsible for bringing private bus subsidies to State employees. The entire Bus Card Plus program runs smoothly in our office thanks to her design and advance thinking when instituting it. She was responsible for the first ever State of Arizona ozone campaign institution – because she knew we would need it. And she was right. Cities and companies throughout the valley have followed our examples

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The Director's Corner



Director
Bill Bell

A newsletter for employees of the Arizona Department of Administration created by employees.

ADOA
100 N. 15th Avenue
Phoenix, AZ 85007
(602) 542-1500

Janet Napolitano
Governor

Bill Bell
Director

Contributing Staff

Debby Dominguez
Editor

Joanne Brooks
GSD

Julie Cruse
Risk Mgmt.

Christy Fruitman
MSD

Mark Johnson
EPS

Susan Lehr
Design/ISD

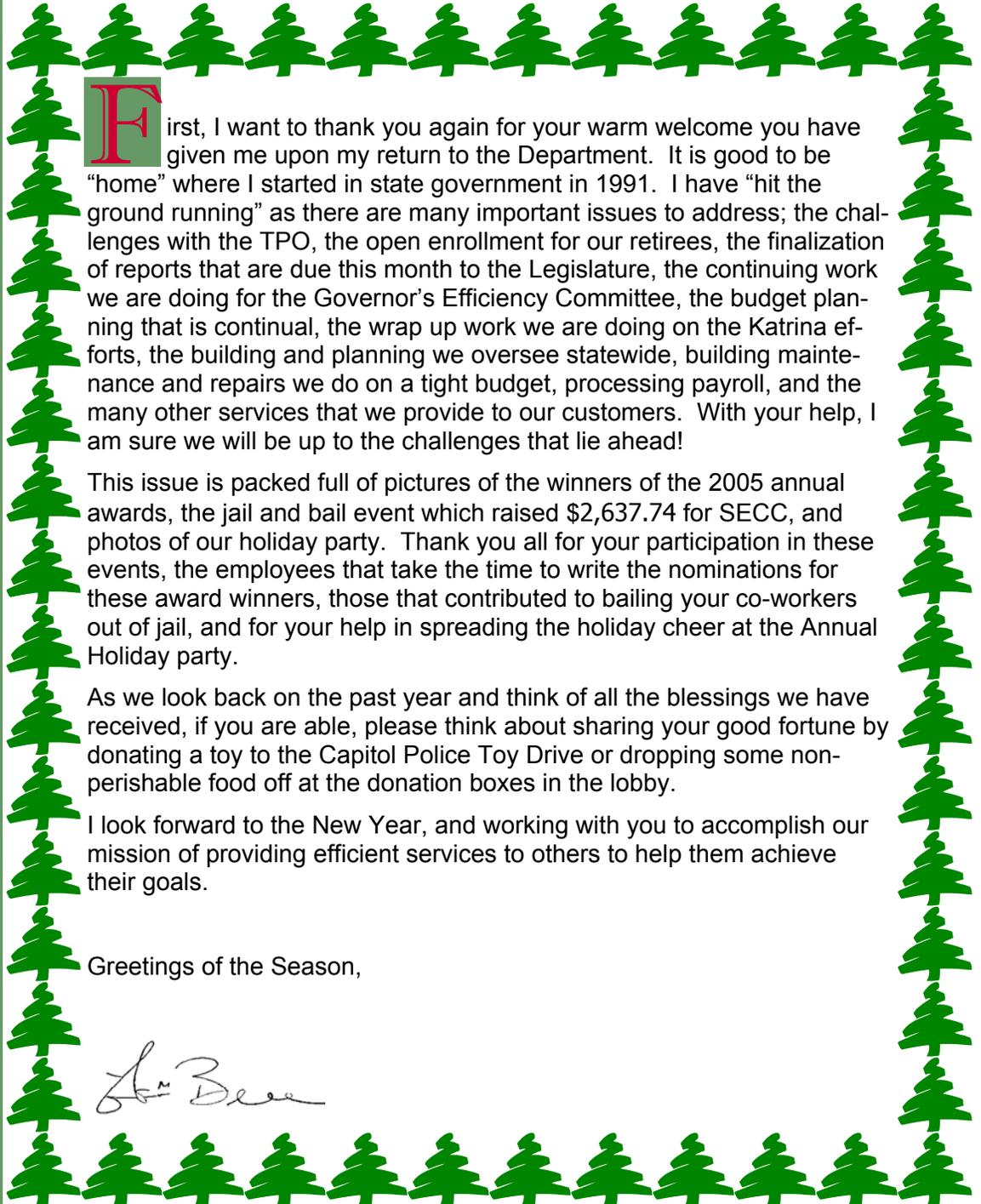
Jeri Penrose
HRD

Jan Sharon-Strieby
GAO

Ruth Stieger-Gentle
HRD

Betty Topar
DO

Connie Wheeler
ISD



First, I want to thank you again for your warm welcome you have given me upon my return to the Department. It is good to be "home" where I started in state government in 1991. I have "hit the ground running" as there are many important issues to address; the challenges with the TPO, the open enrollment for our retirees, the finalization of reports that are due this month to the Legislature, the continuing work we are doing for the Governor's Efficiency Committee, the budget planning that is continual, the wrap up work we are doing on the Katrina efforts, the building and planning we oversee statewide, building maintenance and repairs we do on a tight budget, processing payroll, and the many other services that we provide to our customers. With your help, I am sure we will be up to the challenges that lie ahead!

This issue is packed full of pictures of the winners of the 2005 annual awards, the jail and bail event which raised \$2,637.74 for SECC, and photos of our holiday party. Thank you all for your participation in these events, the employees that take the time to write the nominations for these award winners, those that contributed to bailing your co-workers out of jail, and for your help in spreading the holiday cheer at the Annual Holiday party.

As we look back on the past year and think of all the blessings we have received, if you are able, please think about sharing your good fortune by donating a toy to the Capitol Police Toy Drive or dropping some non-perishable food off at the donation boxes in the lobby.

I look forward to the New Year, and working with you to accomplish our mission of providing efficient services to others to help them achieve their goals.

Greetings of the Season,

Alternative Formats

This document is available in alternative formats.

Contact:

Debby Dominguez
at (602) 542-0062

CAUSE FOR APPLAUSE

ADOA's *Cause for Applause* instant recognition program allows you to recognize fellow employees on-the-spot for doing a job beyond expectations. The program minimizes procedures and maximizes immediate feedback. Cause for Applause certificates are available through your division coordinator or electronic copies are available on your local area network.

ADOA has other programs too. **Take A Bow** acknowledges employees who retire from State service; **Encore** recognizes employees who celebrate a milestone anniversary beginning at their 5th year, then every 5 years thereafter. Divisions also hold celebrations to recognize **Employee and Team of the Quarter** recipients.



November Milestones

Five years

GSD Annie Brown, Tim Sours
ISD Egan Huang, Michael King,
James Ross

Ten years

Risk Douglas Brown
GSD Michael Rank

Fifteen years

HR Ray Lundquist
Risk Cheryl Toone
ISD Elsie Miramontes

Twenty years

CP Benny Barber
GSD Darryl Holland, Michael Wolfe

Twenty-five years

ISD Brenda Cook



Mark Your Calendar

Every Tuesday **Toastmasters Meeting**
at noon in room 400A



December

26th State offices closed



January

2nd State offices closed



16th Martin Luther King Jr. Day - State offices closed



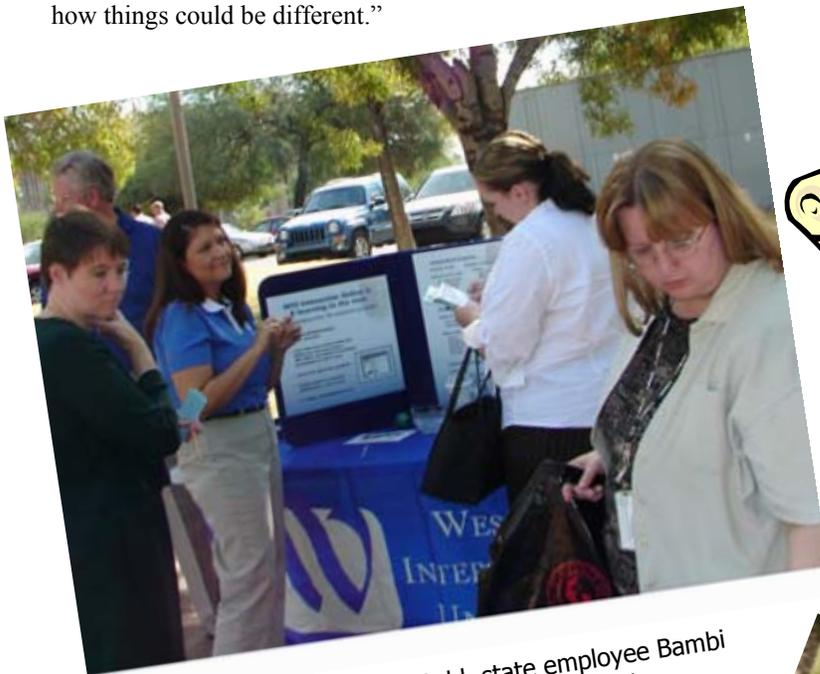
Education Fair Showcases Opportunities

After two decades in her chosen field, state employee Bambi Brenden is ready to go back to school. “I’ve been in my field for 20 years, so the experience is there, but as far as advancement goes, certifications or a degree would be helpful,” Brenden said. That is why she attended the annual Education Fair presented by Arizona Government University (AzGU) on November 8th at Wesley Bolin Plaza.

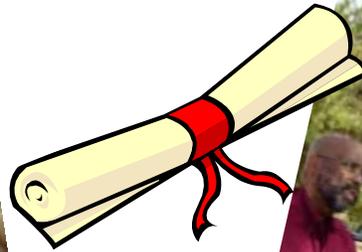
Close to 20 schools participated in the event, and hundreds of state employees ventured out to see what each institution had to offer. “We had fewer schools and people than last year,” said Joellyn Pollock, Director of AzGU. “At the same time, the employees that participated were very pleased and found the information to be of value.” “The people who were there, including the school representatives, were very excited about the opportunities,” Pollock added.

Jim Patzer helped staff the Arizona State University (ASU) table, while also working behind the scenes before the event to line up the schools attending. As Director of Community Outreach Programs for ASU’s School of Extended Education, Jim enjoyed interacting with the employees that stopped by his table during the event. “What I like most is just talking to people about their educational options,” Patzer said. “I talk to a lot of people who don’t even know that ASU has programs downtown.” “I point people in the right direction,” he added. “Making them better informed is what it’s all about.”

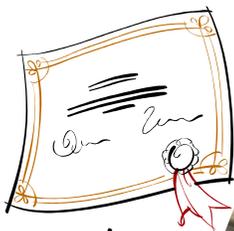
Bambi Brenden is now more informed of the opportunities available in her field, and is excited about the chance to become even better at what she does. “I have a son in college right now and I’ve been pressing him to get his degree,” Brenden said. “He thinks I’m doing OK without a degree, but I tell him that things could be better. That’s another reason for me to go back—to show him how things could be different.”



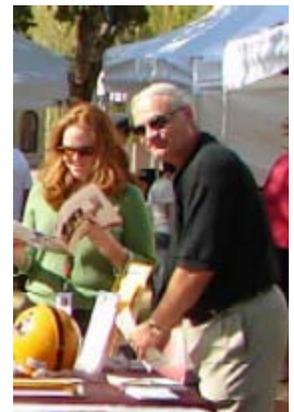
After 20 years in her chosen field, state employee Bambi Brenden (far right) is ready to go back to school.



About 400 attendees ventured out to AzGU's Education Fair to discover local educational opportunities.



Nearly 20 schools participated in the annual event located on Wesley



ASU's Jim Patzer enjoys talking to people about their educational options.

(Continued from page 1)

– thanks to her initiative and making them happen! Kayelen’s technical expertise in this field is unsurpassed. She is able to apply any air quality model from ADEQ and extensive formulas from the Environmental Protection Agency and translate them in to improvements in our program and materials. She can interpret local statute and the implications to our community and our program. She has won the loyalty of her employees. She has worked with many in our office to navigate through personal issues while making sure their work life stays strong and productive. She is flexible when we need her to be and strong when she needs to be. Her employees are fiercely loyal. Kayelen doesn’t hesitate to share the wealth of talents of her employees with other divisions (and she does it all the time) because she wants to support the goals of the agency and to help each division attain their aspirations and succeed in their programs. Kayelen’s leadership, inspiration, motivation, and innovative solutions put her on a level that many aspire to reach...Congratulations Kayelen.

CAREER EXCELLENCE AWARD

Sandy Clancy, Senior Contract Manager, ISD



Sandy was originally hired as a consultant to conduct an analysis of the State of Arizona’s Telecommunications Services. She quickly learned the brutal truth of how territorial the agencies can be with their resources and functions. Completing the report to the Joint Legislative Budget Committee on Arizona Telecommunications Services in November 2002, Sandy continued working with ATS and the carriers to quickly act upon some of the findings of the report, including

the selection of an audit company to review the state’s bills from the carriers that resulted in over \$1 million dollars of credit to the state for ATS bills alone. Sandy agreed to join the ranks within the state to complete the vision of changing how government works. Working with the new administration, she collected, organized and formed the opinions of the state to clarify the vision for telecommunication services deliver. She became the interim ATS manager, juggling the day-to-day operations, working to complete the consensus building and operational processes. Sandy was instrumental in forming the Telecommunications Program Office (TPO). Upon the untimely death of the TPO Director, Sandy stepped into the leadership position working with the contractor, the Office of Strategic Planning and Budgeting and agency CFOs through significant financial issues. Sandy developed complex financial models used to evaluate options. Sandy was able to drive to solutions that was agreed to and accepted by the agency CFO’s and CIO’s and ultimately approved by the Telecommunications Executive Governance Committee. Sandy eventually became the Senior Contract Manager for the TPO, as the State began the process to transforming the state to a privatized telecommunications service delivery model and managing the contractor’s performance. Sandy has demonstrated leadership, compassion and dedication to this effort. Congratulations Sandy....we appreciate your dedicated hard work.

TEAM OF THE YEAR Hiring Gateway Team - HRD and ISD

Team Members:

John Sheller, Debbie Stanton, Kimberly Adams, Scott Willard, Tony Gottlob, Marie Isaacson, Karie Miller, Trisha Lemon, Tanja Schmitt, Tim Grady, Diane Gorham, Jene’t Hagood, Ron Kennedy

Hiring Gateway completely revamped the prior state business process used by employees, managers, and applicants

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to find and hire new employees. The Internet based gateway solution makes the process nearly paperless, reduces the time it takes to hire new employees by 30%, reduces the state's cost for making a hire by 10%, doubles the number of quality candidates available for hire, and makes it easy for people to find and apply for open positions.

The Hiring Gateway team developed the application in 6 months, successfully deployed it to all state agencies in 4 months, implemented the project within budget and produced \$2 million annual efficiency savings, all while maintaining extremely high customer satisfaction.

The team used a structured design and development methodology to identify requirement and transform them into a finished application. The methodology involved the use of an Agency Advisory Committee to assure the resultant system met state wide needs and that there was buy-in from all affected agencies. Through a series of design meetings and reviews, each of the components of the Hiring Gateway was finalized and documented for our developer Yahoo. The team established remote access to our development computers for Yahoo to reduce time and labor costs of the project. Using the same approach, remote testing of the application was conducted. Once testing was completed, the team implemented a comprehensive training and support system for Hiring Gateway. The training strategy involved a "train the trainer" approach that enabled key power users from each agency to take ownership of the training for their own staff. In parallel with the development and training process, the team implemented a comprehensive communications program to get the word out on the new system by creating agency specific announcement e-mails, posters, payroll stuffers, and marketing brochures.

The results of the team's efforts have been spectacular when measured against the project's four objectives:

- Reduce the time to hire
- Improve the candidate list quality
- Make it easy for applicants to find and apply for state jobs
- Reduce the cost to hire

The overall time to hire dropped 30%. The hire requisition approval process time was reduced 80%. Recruiters report their productivity increased by as much as 20%. Over 160,000 potential applicants visited the job board and 38,000 of them applied for jobs. Most of all jobs posted to the job board have received sufficient qualified candidates to complete the hiring process the first time. As a direct result of the successful job board activity, many agencies are eliminating or reducing their print advertising costs. The cumulative financial impact of this cost savings is almost \$2 million per year.

Congratulations to each member of this team for completely reshaping and streamlining the state's recruitment and hiring process. Thank You!

EMPLOYEE OF THE YEAR: *Karie Miller*, HR Communications Analyst – HRD



Karie Miller, through her creativity and expertise, is taking the state to a whole new level of professionalism. The new official web site for State of Arizona government jobs azstatejobs.gov and yes.az.gov websites, benefit options open enrollment guides, workforce reports, multiple agency banners, brochures, newsletters, payroll stuffers and posters are all examples of the work that she helped create and design under incredible deadlines for full statewide agency rollout. Karie helped develop materials to invite state health providers to advertise for the first time in the open enrollment guides that resulted in a savings to the state of \$75,000 to offset printing and mailing

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costs. Human Resources departments in nearly all state agencies are implementing new staffing and recruitment marketing guidelines and advertising templates designed by Karie. In addition to being the production coordinator for the New Employee Orientation Videos, Karie has completed projects for Arizona Government University, DES and Wellness. Her skills and talent are complimented with a strong sense of dedication and a “Let’s Create Something Positive” attitude. For example, the Benefit Options Enrollment Guides were a huge undertaking that required the orchestrated efforts of many people. Karie’s role included creating and designing the concepts for 4 different guides averaging 60 pages each. She coordinated with several people to ensure accuracy of these materials, including advertising from 12 different vendors. Creating a new website for yes.az.org (Your employee services) began with what was thought at first to be insurmountable technical/creative obstacles. Karie was able to work through the many departments and personalities courteously and responsively with many issues and questions that were raised. The end product is a great example of working together for a great creative solution.

Though Karie has been given new job assignments in communications, agency personnel still come to her for her knowledge and expertise in web site maintenance. Karie’s attitude is “if I can help, I will do it” and somehow continues to do on-going maintenance. She goes the extra mile to help when she doesn’t have to ...and that says a lot.

Congratulations Karie....well deserved.

DIRECTORS SPECIAL RECOGNITION OF EXCELLENCE

The recipient of the 2005 Director’s Special Recognition of Excellence award is **Arizona State Capitol Police – Public Safety**.

The Capitol Police Division has consistently set the standard for representing the Director’s Office in both civic responsibility and a commitment to improving the quality of life for all of its customers. At every level, the members work as a team to provide excellent customer service while ensuring that individuals are safe and secure. Some of the examples of their excellent team work and dedication to service can be found in the following statistics;



Average response time	1.50 minutes
Number of emergency calls	199
Number of non-emergency call responses	4,538
Arrests Made	1,533
Number of parking citations	1,114
Assisting motorists	304

And these are only a fraction of the calls and services they have provided throughout the year.

The implementation of the Executive Tower Security Enhancement Plan took place during this period. Capitol Police were instrumental in proposing that this level of security was necessary to protect the employees and public who frequent the facility. Homeland Security funding was obtained for additional equipment and Capitol Police hired and trained an additional four officers and three police assistants to work at the security check points.

The Capitol Police Dispatch Center has worked towards achieving ACJIS compliance so that the computer system used for running records checks meets the standards set by the Arizona Department of Public Safety. The project was accomplished due to the hard work of the Dispatch Center, its supervisor, Police Administration, management and the supervisor responsible for grant writing. This accomplishment is a major milestone and an excellent example of the internal teamwork that is common place within the Division.

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The Capitol Police Division is committed to actively participating in numerous charitable and public service programs that provide a direct, positive impact on the lives of both fellow state employees and the community. During the last year, the Capitol Police have accomplished the following public service and community enhancement projects;



- Raised over \$5000 for the Arizona Torch Run for Special Olympics. The Capitol Police fundraising efforts has let to their being nationally recognized by the Special Olympics and Sgt Burris has been invited to the National Conference later this year.
- The annual “Jail and Bail” program raised approximately \$2000 for the 2004 State Employees Charitable Campaign (SECC). The Capitol Police Department volunteered both the personnel and equipment to ensure that this very worthy program received the participation and notoriety it deserved.
- Sponsored three State Employee families for the Christmas Angel program.
- Assisted in the collection of toys and games as part of the W. Steven Martin Toys for families drive.
- Saves a group of puppies trapped inside a hole at an abandoned property.
- Achieved an overall average of 6.5 on the customer service satisfactory survey placing them in the top 25% of ADOA.
- Employee satisfaction survey resulted in over 80%.

The Capitol Police Departments continuous efforts to improve the lives of those less fortunate through these types of programs has been truly appreciated.

Following the announcement of the winners, ADOA employees were treated to ice cream served by the Employee Recognition Committee. Once again, we thank all those who took the time to nominate an employee or team for these awards and we congratulate all the nominees and winners for making ADOA the best place to work.

NEWS FROM CAPITOL POLICE

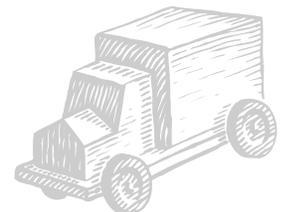
On October 30, 2005, Police Assistant Mario Canez, a Police Assistant with the Capitol Police Department in Tucson, was sworn in as a United States Citizen. Mario was one of fifty nine people from various countries throughout the world receiving their citizenship. The ceremony took place at the Federal Court building in Tucson. The event was made even more special for Mario since it was also his birthday. Congratulations Mario!



The Capitol Police Department will be participating in the "W" Steve Martin's Police Toy Drive and Memorials. The Capitol Police Department has set up toy boxes in the lobbies of the Capitol Tower and the ADOA building.

Here are some facts about the Toy Drive:

- The WSM Police Toy Drive began in 1987 with six police officers. In 2001, over 750 officers participated.
- Most officers locate their families through police encounters.
- The Police Toy Drive provides toys to law enforcement agencies year round.
- The Police Toy Drive provides toys to firefighters eleven months out of the year for families who lose everything in a fire.
- Cash contributions go towards purchasing toys and covering expenses.
- The greatest donation needs are gifts for boys and girls ages 11-16, i.e., sports toys, backpacks, make-up kits, etc.
- The Police Toy Drive does not sell any gifts. All gifts are stored until distributed.
- All donated gifts are given to police officers and firefighters at no charge.
- In 2002, WSM achieved the distinction of giving away its one millionth toy.

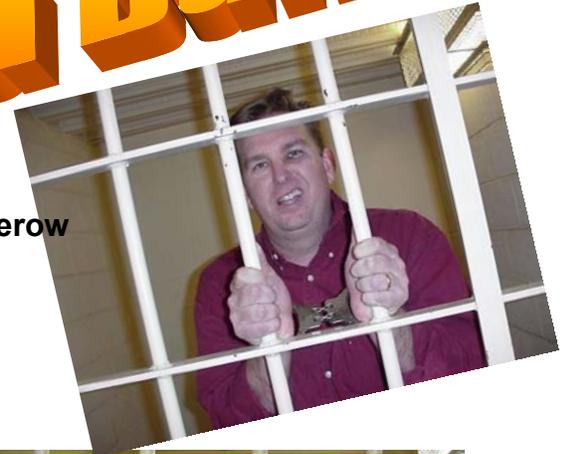


November 10th
To support SECC

Capitol Police Jail and Bail



Alan Ecker



Mike Totherow



Joellyn Pollock



Bill Hernandez



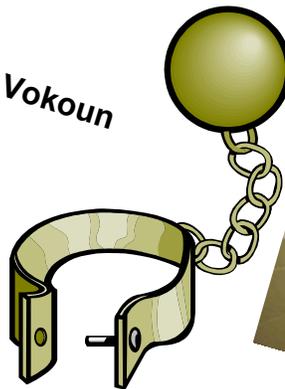
Angela Fischer



Laura Krause



Greg Vokoun



Lynne Hefington

ADOA Holiday Party



Pictures courtesy of Greg Dillard





Cleaning Up Your GroupWise Tech Tip



It's wise to clean up your GroupWise mailbox regularly. People have many reasons for not doing so. The main one is simply not enough time. But it's just like having a full trash bin, bookcase, filing cabinet or personal hard drive. When it's full, things stop working and you can't store new items. So, it's important to plan ahead to prevent all the problems that may come along with a bloated mailbox.

Not only does regular cleaning of your mailbox help you, it helps everyone else. The entire email system can run faster, take up less space and be backed up in a timely manner, if we all keep our personal mailbox cleaned up.

It is important to clean out not only your Mailbox but also your Sent Items, Trash and Calendar.

GroupWise has several features that can help you keep your online mailbox tidy and working at peak efficiency:

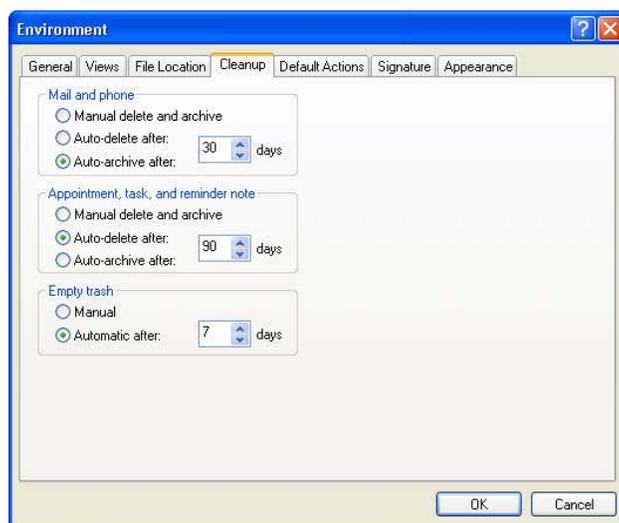
Folders - You might want to create folders in the Cabinet to organize messages you'd like to keep around for a while rather than cluttering up the Mailbox folder.

Archive - For email you'd like to keep permanently you can use the Archive feature. Simply right click on the item and select Archive. This will put the message in a more permanent personal database on your I: drive.

When you need to find archived messages, you can easily switch from your Online mailbox to your Archive mailbox by clicking on **File | Open Archive**. To return to your Online mailbox click on **File | Open Archive** again to remove the checkmark and it will return you to your online mailbox. Alternatively, you can switch between the two simply by clicking on the down arrow next to the Online Icon just above your Mailbox folders and selecting the appropriate mailbox.

Items archived will appear in identical folders as you have established in your online mailbox.

Auto-delete and Auto-archive - Groupwise can be set to auto-delete or auto-archive your mail items as well as your calendar and trash. To set these features click on **Tools | Options | Environment | Cleanup Tab**.



Tips for a tidier more efficient mailbox.

* Delete the unimportant. On a regular basis, delete those items in your mailbox and sent items folder and calendar that are no longer important. **Quick tip** - to easily see what calendar items you have, right click on the Calendar folder, select Properties | Display and set your calendar to view by details. You can easily see how old some of your calendar items are. When you are done, change the display back to Calendar view.

* Use folders to organize your messages. You might even want to set up rules to auto-file certain items into particular folders.

* Consider setting up the auto cleanup features described above. I recommend auto-archiving email messages that are older than 90 days (or sooner) and auto-deleting Calendar items older than 365 days (or sooner).

* Archive items you want to save. Remember - you may unarchive an item if it becomes a message you access frequently again.

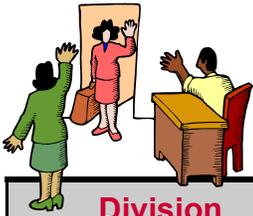
* Empty your trash regularly. Do not store items in your trash for long term storage. Trash is not meant for long term storage - the name alone implies that. Certain maintenance routines or operations that we might run in the background will empty your trash. Trash will not be restored.

* Clean up your Frequent Contacts address book of old, unused or no longer valid addresses to prevent undeliverable messages.

* Periodically, at least annually, you should clean out your Archive of things that are now unimportant. If your Archive is getting extremely large, you may want to consider creating a new Archive. Please contact us for instructions on how to do so.

* If you have enabled your Junk Mail folder - please set the properties on your junk mail handling to automatically delete junk mail older than 7 days.

If you have questions please contact ISD Support Services at 602-344-4444, select Option 3, then Option 1. You may also request assistance by sending an email to ADOALAN@AZDOA.GOV.



People on the Move



Division	Welcome	Good-bye, Good Luck
Risk Management	<ul style="list-style-type: none"> Christina Collins - new hire Desislava Grosso - new hire Andrew Jennings - new hire 	<ul style="list-style-type: none"> Courtney Bulkley - transferred to ADOT John Stewart - retired Evelyn Valenzuela - left state service
General Services	<ul style="list-style-type: none"> Waymond Allen - new hire Jason Dawe - new hire Darnell Robinson - new hire David Shrefler - new hire William Teyla - transferred from ADOT 	<ul style="list-style-type: none"> Wilbur Brooks - left state service George Busby - left state service
Enterprise Procurement Services	<ul style="list-style-type: none"> Helen Garcia - transferred from Health Ser. Doug Milford - new hire Tracey Sotelo - new hire 	<ul style="list-style-type: none"> Earnestine Austin - left state service John Linkous - left state service Kimberly Sanders - transferred to Health Services
Human Resources	<ul style="list-style-type: none"> Jessica Chapman - transferred from Health Services Steven Elliott - new hire Claribel Guevara - new hire Matthew Wozniak - new hire 	<ul style="list-style-type: none"> Marva Hagood - left state service Heather Keller - transferred to AHCCCS Betty Steele - left state service
Information Services	<ul style="list-style-type: none"> Chris Casaletta - new hire Mark Kuklin - new hire Roney Mayes - new hire Bruce Smith - new hire 	<ul style="list-style-type: none"> Royce Flora - left state service Randy Martin - retired Paul Schneider - left state service Joe Singler - retired Deryl Storck - retired Tsong Yang - left state service
Management Services	<ul style="list-style-type: none"> Arnold Buckner - new hire Elizabeth Diaz - new hire Berenice Ibanez - new hire Melody Nettetstad - new hire Jose Silva - new hire 	<ul style="list-style-type: none"> Del Arnote - retired Paula Hollins - transferred to Optometry Brd Cricket Payne - transferred to Appraisal Brd
Capitol Police		<ul style="list-style-type: none"> Thomas Moen - transferred to Game & Fish Jay Swart - retired Keith Turner - transferred to Liquor Board
General Accounting Office	<ul style="list-style-type: none"> Barbara Allen - transferred from Game and Fish Cheryl Wilcox - transferred from Corporation Commission 	<ul style="list-style-type: none"> Samuel Carter - left state service Julie Hernandez - transferred to Water Resources Theresa Johnson - left state service Joy Church-Lindback - transferred to Juvenile Corrections Manual Lagunas - transferred to ASRS Charmayne Skow - transferred to Structural Pest Control
AZGU	<ul style="list-style-type: none"> Willie Walker - new hire 	<ul style="list-style-type: none"> Bertha Gonzales - left state service
Director's Office	<ul style="list-style-type: none"> Bill Bell - transferred from School Facilities Debby Dominguez - transferred from School Facilities Charlotte Hosseini - transferred from School Facilities 	